



2015 NEIGHBORHOOD BOARD RETREAT



Rosewood

Hosted by City of Charlotte Neighborhood & Business Services at UNC Charlotte Center City

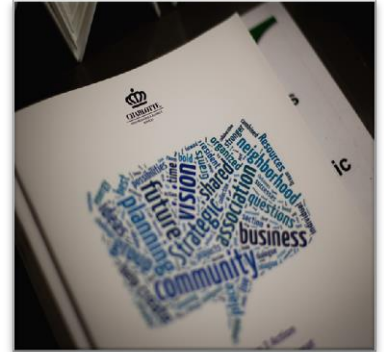
Rosewood

2015 Board Retreat

Background

On Saturday July 18th, 2015, the board members of the Rosewood participated in a board retreat facilitated by the City of Charlotte, hosted at UNC Charlotte Center City. The following board members participated in the retreat:

- Mike VanGlish
- Sandy DuPuy
- Mary Schaeffer
- Teri Seidman
- Hank Keppler



The City of Charlotte values citizen leadership and its ability to make an impact in the communities, in which we all live, work, play and shop. With this in mind, the board retreat process was initiated to help neighborhood based organizations develop strategic plans to improve quality of life in their communities.

Purpose

The purpose of the board retreat was to

- Generate meaningful conversations around improving quality of life in our community
- Set clear goals and priorities for the upcoming year(s)
- Develop a vision and strategic priorities for our community

By participating in the retreat, our board earned a \$1,500 Neighborhood Matching Grant credit to help execute one of the projects we identified. The grant credit is contingent upon the board completing and returning the Vision to Action booklet to the Neighborhood & Business Service Department. The credit is available for 12 months following the retreat (all other program eligibility requirements must be met at the time of grant application).

Process

Our board retreat was conducted by trained facilitators tasked to keep our conversations on-task, productive, and focused on achievable objectives. The process was designed to help capture the best of the past, the best of the present, and how we can add to our strengths to build a better future. The focus was:

- Developing a vision to guide our decision making and activities
- Developing strategic priorities that aligned with our vision
- Developing project ideas

Agenda

The agenda for the day was as follows:

- Introductions
- Where Have We Been? Where Are We Going?: Arrow Activity
- Where We Want to Be: Vision Statement Exercise
- Seeing the Forest through the Trees: Developing Strategic Priorities
- Working Lunch – The Year Ahead
- Idea Development – Time for participants to develop an action plan for goal achievement

Where Are We Going, Where Have We Been?

We began our day with paired interviews, using the “Where Are We Going, Where Have We Been?” activity. The activity was intended to help us reflect on:

- What we value
- What are the best things about our community and the people who live here
- What are our past successes
- Where are the potentials and possibilities

After interviewing our partners we shared our discussion with the group, finding commonalities in our conversations.

| Where We Were: Reflecting on our past, what were some of the best/worst moments? | Where We Are: Why would or wouldn't a person/business want to move into our community? | Where We Want to Be: If you could make 3 wishes to make our community flourish, what would they be? |
|--|---|---|
| <p>BEST:</p> <ul style="list-style-type: none">• Engaged, caring residents• Positive resident relations• Social opportunities for residents (book club, etc.)• Stable budget with good oversight• Proven ability to overcome obstacles (legal issues) <p>WORST:</p> <ul style="list-style-type: none">• Low resident participation on board• Divisive issues (smoking; water remediation) | <p>WHY:</p> <ul style="list-style-type: none">• Engaged, caring residents• Positive resident relations (owners and renters)• Social opportunities for residents (book club, etc.)• Safe, well managed community• Quality and beauty of amenities• Quality retail within close proximity• Proximity to uptown• Diverse backgrounds of residents <p>WHY NOT:</p> <ul style="list-style-type: none">• Pending water remediation project• Perceptions (traffic; vagrancy)• Condominium living (lack of autonomy) | <p>WISHES:</p> <ul style="list-style-type: none">• Build / cultivate leadership• Become engaged in broader community• Maintain engaged, caring residents• Maintain premier condo living and property value<ul style="list-style-type: none">○ Stable budget to accommodate maintenance, refurbishment and upgrades as needed• Develop quality communication amongst residents and board members – honest and transparent |

Our Vision

Our vision is the unifying statement for our community that will guide our decision making and reminds us of what we are trying to reach. It is based on our shared values and preferences for our community's future. It combines the best of what was, what is, and what could be.

OUR VISION:
**THE ROSEWOOD COMMUNITY ENJOYS THE
HIGHEST STANDARDS IN PREMIER
CONDOMINIUM LIVING**

**Per the retreat participants, the Rosewood vision statement is specific to the Rosewood Board of Directors.*

Strategic Priorities

After committing to a shared vision, the board began to brainstorm on strategic priorities. This is where we began to define what is most important to us in order to achieve our vision. Strategic priorities are initiatives that will help us move closer to our vision of our community. The idea is to focus on a few things and do them very well as opposed to many things and missing the mark.

We started out thinking big and then narrowed down our focus using the Affinity Mapping Process, detailed below:

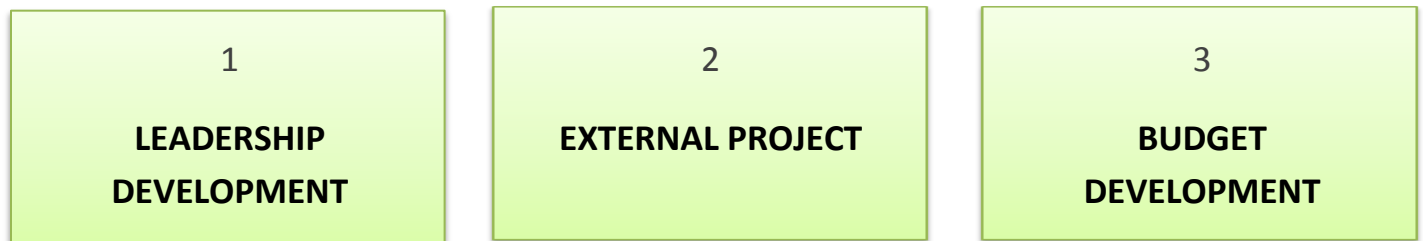
- Grab some sticky notes from the table. Keeping the vision statement in mind, write down as many of the following as you can think of, one per sticky note:
 - Current action items getting you closer to our vision.
 - Possible priorities/actions items to get us closer to our vision.
- Place the sticky notes on the wall.
- Organize the ideas by natural categories, once everyone agrees on the groups, give each one a name.



This activity led us to the following categories and action items being identified as important within our community:

| Leadership Development | Communications | Project (Internal) | Project (External) | Budget Development/Finances |
|---|--|---|---|--|
| <ul style="list-style-type: none"> Develop new leadership Create succession plan Shorten length and number of board meetings in effort to involve more residents in elected positions Clarify committee roles; establish priorities | <ul style="list-style-type: none"> Develop communication tools to keep residents updated on each committee Include HOA board activities in newsletter so that residents are kept informed Develop ways for board to communicate more effectively with residents Highlight a committee each month Celebrate successes, possibly through the newsletter | <ul style="list-style-type: none"> Continue to maintain property at its highest standards Make sure Rosewood continues to be safe and secure Seek input from residents about appropriate project | <ul style="list-style-type: none"> Identify a project Survey residents re: opportunities to participate in broader community activities; board to develop list for survey Engage the greater community through a Little Free Library (LFL) Place LFL at each bus stop | <ul style="list-style-type: none"> Develop more accurate budget, both an annual budget and five-year budget projection <p>Note: Budget is critical to accomplishing all other priorities identified at the retreats</p> |

Each participant was provided three (3) stickers to be used for voting. Stickers could be placed all on one or two items or shared amongst all of the ideas identified. The three categories receiving the most votes are the strategic priorities that are most important for us to begin working on to achieve our vision, these are:



[Action Items for 2015-2016](#) The three activities selected as most impactful toward achieving our strategic priorities are activities in 2015-2016 are:



2015 Neighborhood Board Retreat Summary

ROSEWOOD

OUR VISION:

The Rosewood community enjoys the highest standards in premier condominium living

TO HELP US REACH OUR VISION; WE WILL FOCUS ON THREE STRATEGIC PRIORITIES:

1

**LEADERSHIP
DEVELOPMENT**

2

**EXTERNAL
PROJECT**

3

**BUDGET
DEVELOPMENT**

IN 2015-2016, WE WILL WORK ON THESE ACTIVITIES GUIDED BY OUR STRATEGIC PRIORITIES:

Develop new
leadership
(succession plan)

Identify and
implement an
External Project to
engage or otherwise
participate in
broader community

Develop an accurate
budget, to, among
other things, enable an
internal project to be
identified and
implemented

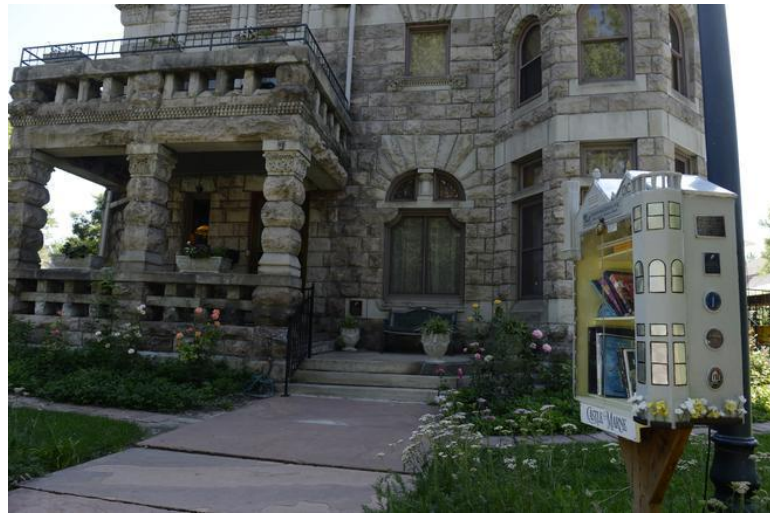
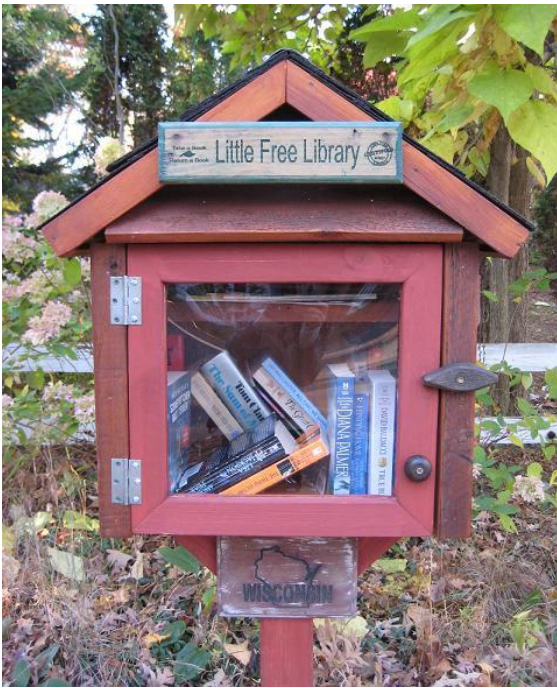
| Resources to Get Started | | |
|---|---|---|
| Project | Getting Started | Resources |
| Project 1: Develop new leadership | <ul style="list-style-type: none"> Find fun ways to engage residents and recruit board members | <p>Recruiting potential board members: http://www.hoaleader.com/public/351.cfm</p> <p>Increase neighborhood participation: http://atlantahoamanagement.wordpress.com/2011/09/27/how-to-increase-attendance-or-participation-inhomeowner-committees/</p> |
| Project 2: Identify and implement an external project to engage or otherwise participate in broader community | <ul style="list-style-type: none"> Find local organizations and neighborhood , schools, churches and non-profits | <p>Hands On Charlotte: www.handsoncharlotte.org</p> <p>Volunteer Match: http://www.volunteermatch.org/</p> <p>Girl Scouts of America Girl Scouts</p> <p>Habitat for Humanity Group Volunteers: http://www.habitatcharlotte.org/getinvolved/volunteer/groups</p> |
| Project 3: Develop an accurate budget, to , among other things enable an internal project to be identified and implemented | <ul style="list-style-type: none"> Research best practices for HOA | <p>HOA Five Best Practices http://www.neighborhoodlink.com/article/Association/HOA_Five_Best_Practices</p> <p>Budget Tips http://www.neighborhoodlink.com/article/Association/Reserve_Planning_Funding</p> <p>HOA Services http://www.hoamemberservices.com/?gclid=CMnd-c6JzMcCFYwYHwodol4Org</p> |

Your community is located within Charlotte's South East Service Area, your staff contact for following up and community assistance is:

Denise Coleman, Community Engagement Specialist

drcoleman@charlottenc.gov or 704-353-1235

External Project Ideas:



ADDENDUM

The following was created by the Rosewood board prior to the retreat and is attached hereto as supplemental information.

Vision

The Rosewood community enjoys the highest standards in premier condominium living.

Mission

Volunteer leadership commits to openness and responsiveness to the community and to fiscally responsible strategic planning that enhances community life and optimizes members' investments.

Goals

- Establish a long range planning process that considers community input and future capital needs and improvements.
- Provide a safe and secure environment.
- Maintain, protect and improve the integrity of the buildings and grounds.
- Enforce the Declarations of Condominium and CHOA rules fairly and consistently.
- Promote a strong sense of community.
- Keep the community informed on matters of common interest.
- Have a responsible fiscal plan that supports the above goals

Parking Lot

| | |
|---|--|
| How to recruit new leaders for elected positions | BoardSource https://boardsource.org/eweb/ How to organize a committee: http://www.mycommittee.com/BestPractice/Committees/Startingacommittee/tabid/244/Default.aspx |
| How to develop a leadership succession plan | Recruiting potential board members: http://www.hoaleader.com/public/351.cfm |
| Contact info for the organization that has adopted Sharon Amity in front of Rosewood. | Contact Keep Charlotte Beautiful for how to adopt a state road and for information on agency that has adopted Sharon Amity: Denise Coleman Keep Charlotte Beautiful Manager drcoleman@charlottenc.gov 704-432-4802 |
| Information on NCDOT adopt-a-street for Providence Road | Denise Coleman Keep Charlotte Beautiful Manager drcoleman@charlottenc.gov 704-432-4802 |

